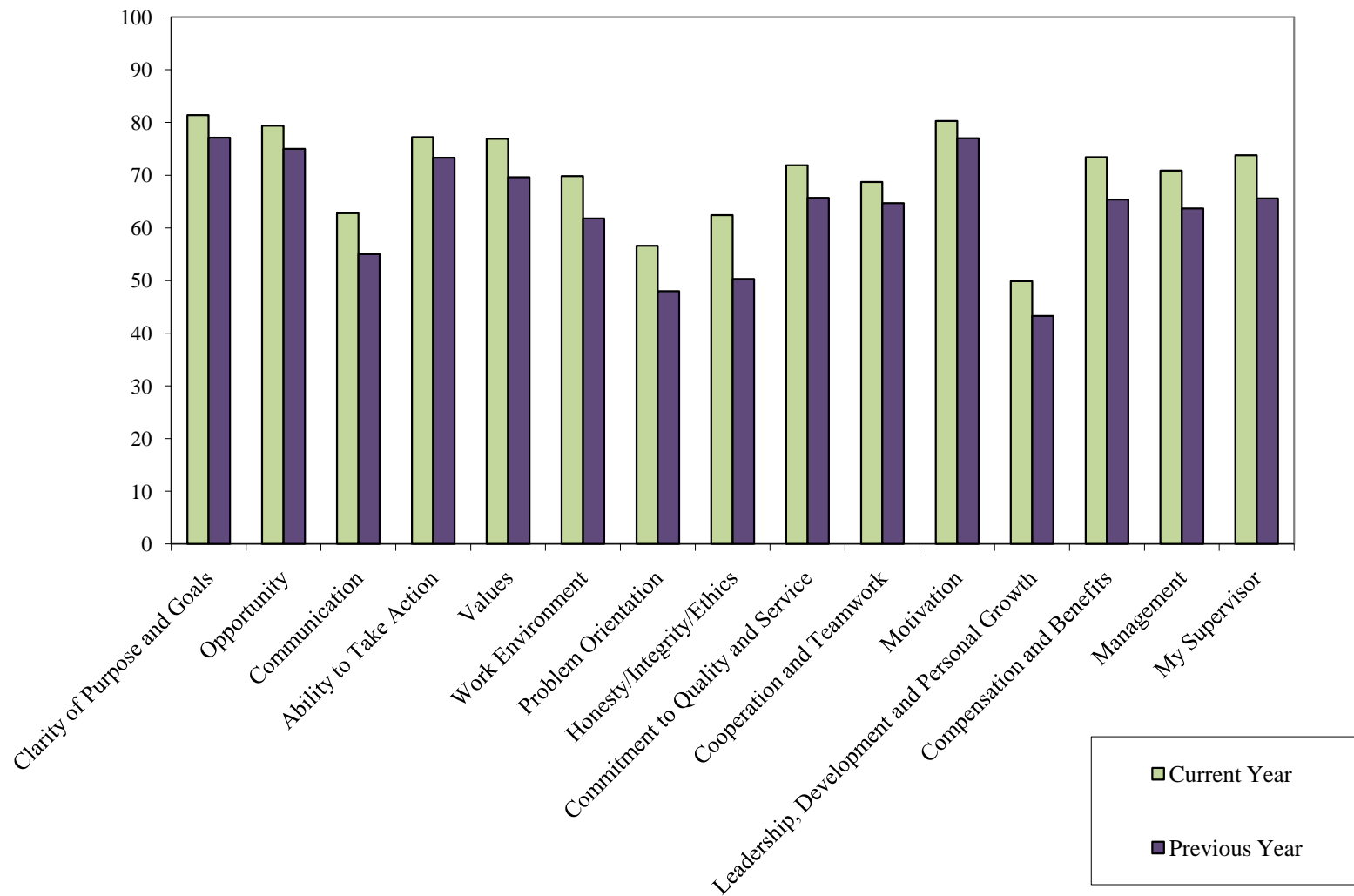


sample

Today's Corporation

EMPLOYEE OPINION SURVEY

Category Comparison by Year



sample

Today's Corporation

EMPLOYEE OPINION SURVEY

CONCLUSIONS BY BREAKDOWN

The following is the number of possible respondents, number of actual respondents, and the overall average percent favorable per breakdown for all questions asked.

<u>Breakdown</u>	<u># of Possible Respondents</u>	<u># of Actual Respondents</u>	<u>% Favorable</u>
Overall Results			
<i>All Today's Results</i>	<i>7,421</i>	<i>7,289</i>	<i>71.3</i>
<i>All Senior Management</i>	<i>56</i>	<i>55</i>	<i>88.3</i>
<i>All Management</i>	<i>102</i>	<i>97</i>	<i>76.9</i>
<i>All Employees</i>	<i>7,263</i>	<i>7,137</i>	<i>68.3</i>

Department Breakdowns

Accounting	151	150	71.9
Administration	277	274	86.3
Human Resources	103	102	86.0
Training Department	56	54	83.4
Marketing & Sales	432	427	71.7
Production Staff	867	853	68.3
Operations	1,223	1,210	62.5
Quality Assurance	991	982	81.6
Security	84	79	61.6
Information Systems	158	153	60.0
Support Services	637	633	92.5
East Coast Sales Office	1,239	1,202	74.3
West Coast Sales Office	1,203	1,170	90.8

Today's Corporation Employee Opinion Survey

Overall & Level Results

Question #	Question	All Today's Results	Senior Management	Management	Employees
The Company					
1	I am clear on the Company's goals and future direction.	94.2	100.0	95.2	93.5
2	My immediate supervisor/manager keeps me informed of the Company's plans.	76.5	100.0	81.0	73.6
3	I would recommend my Company to my friends as a good place to work.	75.0	85.7	61.9	77.2
4	I believe Today's Corporation has an exciting future.	82.2	85.7	76.2	83.3
5	I believe that the results of this opinion survey will be used to create positive changes at Today's Corporation.	80.0	100.0	70.0	80.6
Average: The Company		81.6	94.3	76.9	81.7
My Job					
6	I know what results are expected of me.	69.4	100.0	85.7	63.4
7	I have a clear understanding of how my work relates to the overall goals and objectives of my Company.	73.9	100.0	90.5	68.1
8	I have tools and equipment I need to do a good job.	69.4	85.7	71.4	67.7
9	My job makes good use of my skills and abilities.	94.1	100.0	95.2	93.4
10	I receive timely feedback on my performance.	71.4	100.0	70.0	69.6
Average: My Job		76.7	96.4	85.7	73.1
Communication					
11	I feel free to communicate my opinion when I do not agree with my supervisor.	85.0	100.0	90.5	82.8
12	I feel free to ask others to assist me whenever it is necessary to get the job done.	90.1	100.0	95.2	88.2
13	I receive timely feedback on my performance.	71.4	100.0	70.0	69.6
14	Information is well communicated inside my department.	75.2	100.0	85.7	71.0
15	Necessary information to do my job and respond to customer's needs is communicated day to day.	78.3	100.0	85.7	75.0
16	Employees feel free to communicate "up the ladder" to get answers.	80.2	100.0	95.2	75.3
Average: Communication		76.1	97.9	82.2	73.1
The People					
17	I have a good working relationship with my immediate supervisor.	92.5	100.0	95.2	91.3
18	I am encouraged to offer ideas and suggestions for new or better ways of doing things.	79.2	100.0	95.0	74.2
19	In my opinion, the departments at my Company cooperate well together.	95.9	100.0	95.2	95.7
20	People at my Company are committed to superior quality in our products or services.	90.1	100.0	95.2	88.2
Average: The People		89.4	100.0	95.2	87.3
My Department					
21	Our department works well as a team.	75.6	85.7	80.0	73.9
22	My department has the necessary staffing to get the work done.	98.3	100.0	95.2	98.9
23	Company policies and procedures are applied the same way in my department.	94.2	85.7	85.0	96.8
24	The morale/motivation in my department is high.	96.6	100.0	95.0	96.7
Average: My Department		91.2	92.9	88.8	91.6

Today's Corporation Employee Opinion Survey

Department Results

Question #	Question	Human Resources	Finance	Marketing	Information Systems	Quality Control
The Company						
1	I am clear on the Company's goals and future direction.	100.0	90.0	100.0	100.0	84.6
2	My immediate supervisor/manager keeps me informed of the Company's plans.	57.9	70.0	88.9	88.9	76.9
3	I would recommend my Company to my friends as a good place to work.	84.2	80.0	88.9	33.3	61.5
4	I believe Today's Corporation has an exciting future.	63.2	77.8	66.7	100.0	69.2
5	I believe that the results of this opinion survey will be used to create positive changes at Today's Co	78.9	60.0	100.0	62.5	53.8
	Average: The Company	76.8	75.5	88.9	77.3	69.2
My Job						
6	I know what results are expected of me.	78.9	70.0	44.4	77.8	84.6
7	I have a clear understanding of how my work relates to the overall goals and objectives of my Comp	100.0	80.0	77.8	77.8	75.0
8	I have tools and equipment I need to do a good job.	78.9	80.0	44.4	77.8	61.5
9	My job makes good use of my skills and abilities.	89.5	90.0	100.0	88.9	84.6
10	I receive timely feedback on my performance.	94.4	90.0	88.9	88.9	100.0
	Average: My Job	88.0	80.0	63.9	80.6	80.4
Communication						
11	I feel free to communicate my opinion when I do not agree with my supervisor.	83.3	80.0	100.0	88.9	84.6
12	I feel free to ask others to assist me whenever it is necessary to get the job done.	68.4	60.0	77.8	77.8	66.7
13	I receive timely feedback on my performance.	68.4	80.0	100.0	77.8	76.9
14	Information is well communicated inside my department.	36.8	50.0	66.7	22.2	38.5
15	Necessary information to do my job and respond to customer's needs is communicated day to day.	63.2	70.0	100.0	77.8	69.2
16	Employees feel free to communicate "up the ladder" to get answers.	78.9	90.0	77.8	88.9	84.6
	Average: Communication	69.7	74.3	88.9	74.6	72.2
The People						
17	I have a good working relationship with my immediate supervisor.	89.5	90.0	100.0	100.0	100.0
18	I am encouraged to offer ideas and suggestions for new or better ways of doing things.	68.4	90.0	100.0	87.5	61.5
19	In my opinion, the departments at my Company cooperate well together.	100.0	100.0	100.0	88.9	100.0
20	People at my Company are committed to superior quality in our products or services.	73.7	100.0	100.0	100.0	92.3
	Average: The People	82.9	95.0	100.0	94.3	88.5
My Department						
21	Our department works well as a team.	73.7	50.0	77.9	62.5	69.2
22	My department has the necessary staffing to get the work done.	100.0	100.0	88.9	100.0	100.0
23	Company policies and procedures are applied the same way in my department.	89.5	90.0	88.9	75.0	92.3
24	The morale/motivation in my department is high.	94.4	100.0	100.0	100.0	92.3
	Average: My Department	89.4	85.0	88.9	84.4	88.5

Today's Corporation Employee Opinion Survey

Benchmark Results

Question #	Question	All Today's Results	OVERALL PBS BENCHMARK	All Today's Results	Best of the Best PBS BENCHMARK
The Company					
1	I am clear on the Company's goals and future direction.	94.2	73.1	94.2	88.0
2	My immediate supervisor/manager keeps me informed of the Company's plans.	76.5	64.8	76.5	69.1
3	I would recommend my Company to my friends as a good place to work.	75.0	58.8	75.0	83.4
4	I believe Today's Corporation has an exciting future.	82.2	80.1	82.2	87.8
5	I believe that the results of this opinion survey will be used to create positive changes at Today's Corporation.	80.0	71.4	80.0	84.8
	Average: The Company	81.6	69.6	81.6	82.6
My Job					
6	I know what results are expected of me.	69.4	67.4	69.4	73.0
7	I have a clear understanding of how my work relates to the overall goals and objectives of my Company.	73.9	71.8	73.9	73.2
8	I have tools and equipment I need to do a good job.	69.4	77.8	69.4	81.2
9	My job makes good use of my skills and abilities.	94.1	84.4	94.1	91.9
10	I receive timely feedback on my performance.	71.4	57.6	71.4	66.8
	Average: My Job	76.7	75.4	76.7	79.8
Communication					
11	I feel free to communicate my opinion when I do not agree with my supervisor.	85.0	70.3	85.0	72.0
12	I feel free to ask others to assist me whenever it is necessary to get the job done.	90.1	81.7	90.1	86.5
13	I receive timely feedback on my performance.	75.2	62.6	75.2	63.5
14	Information is well communicated inside my department.	52.1	56.3	52.1	62.4
15	Necessary information to do my job and respond to customer's needs is communicated day to day.	78.3	67.5	78.3	80.4
16	Employees feel free to communicate "up the ladder" to get answers.	80.2	66.0	80.2	76.2
	Average: Communication	76.1	66.0	76.1	72.5
The People					
17	I have a good working relationship with my immediate supervisor.	92.5	82.2	92.5	87.1
18	I am encouraged to offer ideas and suggestions for new or better ways of doing things.	79.2	61.8	79.2	73.4
19	In my opinion, the departments at my Company cooperate well together.	95.9	58.8	95.9	85.3
20	People at my Company are committed to superior quality in our products or services.	90.1	69.1	90.1	89.5
	Average: The People	89.4	68.0	89.4	83.8
My Department					
21	Our department works well as a team.	75.6	63.4	75.6	75.6
22	My department has the necessary staffing to get the work done.	98.3	84.3	98.3	95.1
23	Company policies and procedures are applied the same way in my department.	94.2	80.9	94.2	89.0
24	The morale/motivation in my department is high.	96.6	85.1	96.6	93.7
	Average: My Department	91.2	78.4	91.2	88.4

sample

Today's Corporation

Employee Opinion Survey

Percent of Increase/Decrease from Year to Year

Rank	#	Question	All Results		% Point Change
			Current	Previous	

INCREASE

1	30	Today's Corporation places a high value on training and educating employees.	55.7	34.7	21.0
2	55	Today's Corporation deals fairly with employees.	65.0	45.1	19.9
3	79	I have a good understanding of employee benefits, such as sick leave, and medical coverage.	76.0	59.3	16.7
4	1	Top management at Today's Corporation has clearly communicated to employees the organization's strategic direction.	80.3	63.8	16.5
5	46	I feel I have a secure future with Today's Corporation.	87.1	71.2	15.9

DECREASE

1	61	I am encouraged to take the initiative to improve the quality in my area.	75.2	81.3	-6.1
2	7	I believe the results of this survey will be used to help create positive changes at Today's Corporation.	60.2	65.9	-5.7
3	4	Today's Corporation does a good job of being responsive and adaptive to the changes in the market and economy.	71.1	75.2	-4.1
4	83	Most of the management team is friendly towards the employees.	82.8	84.6	-1.8
5	69	Bureaucracy at Today's Corporation (paperwork, procedures, policies, etc.) does not interfere with the ability to do my job.	39.7	41.1	-1.4